



2020-186-E

The Public Service Commission
State of South Carolina

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Phone: (803) 896-5100
Fax: (803) 896-5246

Clerk's Office
Phone: (803) 896-5100
Fax: (803) 896-5199

August 3, 2020

Mrs. Alley
1505 Charleston Highway, Suite A1
West Columbia, SC 29169

(Via Facsimile 701-335-7767)

Dear Mrs. Alley,

This letter is to acknowledge receipt by the Public Service Commission of South Carolina ("Commission") of your complaint, along with attachments, concerning a "meter issue" and "smart meter upgrade opt out medical waiver" with regard to Dominion Energy.

Please be advised that in order to proceed with filing of your complaint, Section 3 (regarding personal identifying information) of the Individual Complaint Form Instructions must be signed. I am providing a copy of the form to you for your signature.

Sincerely,

Hope H. Adams
Administrative Coordinator

HHA
Enclosure

See attached ✓

803 896 5246

SC Public Service Commission

11:50:37 a.m. 08-03-2020

2/3

Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210



Phone: 803-896-5100
Fax: 803-896-5199
www.psc.sc.gov

Individual Complaint Form Instructions and Procedure

Please contact the Office of Regulatory Staff (ORS) at 803-737-5230 (Columbia, SC) or 800-922-1531 (toll free) to attempt to informally resolve this issue prior to filing an official complaint with the Commission.

A. To file an official complaint:

1. Complete the Complaint Form found on the Commission's website at www.psc.sc.gov.
 - a.) The form may be completed and e-mailed to contact@psc.sc.gov.
 - b.) Alternatively, a blank copy of the form may be printed, filled out, and then mailed or faxed to the Commission.
2. Individuals do not need to have legal representation to represent themselves before the Commission, but a corporation, partnership, limited liability company, or group of people or association must be represented by legal counsel. Neither the Commission nor the ORS can provide legal advice.
3. If additional documentation is necessary to supplement your complaint, attach it to the form. The Public Service Commission of South Carolina has adopted the same standards regarding protection of personal identifying information as are in place in the various state courts (except Family and Probate Courts). These are set out in Rule 41.2(a) of the South Carolina Rules of Civil Procedure and are listed below:
 - a) **Redaction.** A person filing a document in paper or electronic format shall not include, or will redact where inclusion is necessary, the following personal identifying information.
 - b) **Social Security Numbers, Taxpayer Identification Numbers, Driver's License Numbers, Passport Numbers or Any Other Personal Identifying Numbers.** If it is necessary to include personal identifying numbers in a document, the parties should utilize some other identifier. Parties shall not include any portion of a social security number in a filing.
 - c) **Names of Minor Children.** If a minor is the victim of a sexual assault or the victim in an abuse or neglect case, the minor's name must be completely redacted and a term such as "victim" or "child" should be used. In all other cases, the minor's first name and first initial of the last name (i.e., John S.), or only the minor's initials (i.e., J.S.) should be used.
 - d) **Financial Account Numbers, Including Any Type of Bank Account Numbers, Personal Identification Number (PIN) Code, or Passwords.** If financial account numbers are relevant, only the last four digits of these numbers should be used.
 - e) **Home Addresses of Minors, Sexual Assault and Abuse and Neglect Victims, and Non-Parties.** If a home address of a minor, sexual assault victim, or non-party must be included, only the city and state should be used.
 - f) **Date of Birth.** If a date of birth must be included, only the year of birth should be included.

Individuals who file documents with the Public Service Commission are hereby notified that their filings will be made available to the public on the Commission's searchable Docket Management System. The Public Service Commission assumes no responsibility for redacting personal identifying information from any filings. It is solely the responsibility of the filer to ensure that no personal identifying information is made public by inclusion in his or her filings.

I have read and understand the Public Service Commission's policy pertaining to privacy protection for filings.

Signature of Filer: _____

4. The Commission hears matters involving regulated utilities, but cannot award any monetary damages other than refunds for overpayments.
 5. Complete the section of the form regarding publishing the contents of the complaint on the Commission's website (dms.sc.gov).
 6. Complete the Verification section of the form. The form must be dated and signed before it will be processed. The information presented in the complaint form will serve as your pre-filed testimony for your case. It is important that your Statement of Facts be accurate and concise.
- B. Your complaint will be processed by the Clerk's Office and assigned a docket number.
- C. A Hearing Examiner will be appointed to your case.
- D. You will receive a letter notifying you of the date of your hearing before the Commission.
- E. After the Docketing Department has assigned a docket number, you can review your case online by accessing the Commission's Docket Management System (DMS) (<http://dms.psc.sc.gov/dockets>). To view your case, enter the docket number assigned to your case. The docket number is in the format yyyy-xxx-1 (e.g. 2009-401-E) and will be located on any correspondence to you from the Commission.
- F. After the docket is established, any mailings or requests to the Commission must be copied to all parties of record listed in the docket.
- G. You must continue to make timely payments on any undisputed amounts on your account while your case is pending before the Commission or your service may be disconnected.

Fax Transmission

To: Public Service Commission of South Carolina**From:** Mrs. Alley**Fax:** 18038965246**Date:** 7/30/2020 8:21:12 PM MST**RE:** Individual Complaint Form**Pages:** 9

Comments:

Attached is an Individual Complaint Form and a 7 page continuation statement for the form.

Please note that I had tried on a previous day to fax these items to the telephone number 803-896-5199 that not only was on the form but also was the number to which a South Carolina Public Service Commission employee told me to fax the complaint form but unfortunately whenever I tried to fax the items to that number the fax failed going to that fax number.

Please note that I tried today to fax these items to the telephone number 803-896-5246 to which a South Carolina Public Service Commission employee told me to fax the complaint form but unfortunately when I tried to fax the items to that number the fax failed going to that fax number. The comment was that the fax machine was not answering.

Please note that I tried today to fax these items to the telephone number 803-896-5170 to which a South Carolina Public Service Commission employee told me to fax the complaint form but unfortunately when I tried to fax the items to that number the fax failed going to that fax number. The comment was that the fax machine was not answering.

I called 803-896-5246 now and there were 2 rings and then the fax sound so I am going to again try faxing to that number.

RECEIVED
JUL 31 2020
PSC SC
MAIL / DMS

Complete Form, Print, Sign and Mail to:
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210



Phone: 803-896-5199

Fax: 803-896-5199

www.psc.sc.gov

Text PSCAGENDAS to 3949

To receive an alert when Meeting Agendas are released

Individual Complaint Form

Date*: 27 July 2020
Complainant or Legal Representative Information:

* Required Fields

Name *

Mrs. Alley

Firm (if applicable)

Mailing Address * 1505 Charleston Highway, Suite A1

City, State Zip *

West Columbia, SC 29169

Phone *

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E-mail

Please Note: Please FAX items because of medical problems. FAX 701-335-7767Name of Utility Involved in Complaint: * Dominion Energy
Type of Complaint (check appropriate box below.) *
☐ Billing Error/Adjustments☐ Deposits and Credit Establishment☐ Wrong Rate☐ Refusal to Connect Service☐ Disconnection of Service☐ Payment Arrangements☐ Water Quality☐ Line Extension Issue☐ Service Issue☒ Meter Issue☒ Other (be specific) Smart Meter Upgrade Opt Out Medical Waiver

Have you contacted the Office of Regulatory Staff (ORS)? *

☒ Yes ☐ No

Name of

ORS Contact: Brad Kirby
Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

There are major problems with the Dominion Energy "Smart Meter Upgrade Opt Out Request Medical Waiver" form that make us unable to be safe by being able to opt out of having a smart meter installed because of chronic medical problems. Please see attached statement.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

With respect to the Dominion Energy "Smart Meter Upgrade Opt Out Medical Waiver" form we are requesting that changes be made. Please see attached statements.

I UNDERSTAND AND AGREE THAT THE INFORMATION GIVEN ON THIS FORM IS PUBLIC INFORMATION THAT WILL BE PUBLISHED ON THE COMMISSION'S WEBSITE (dms.psc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.

Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA)

COUNTY OF Lexington)
VERIFICATION
I, Mrs. Alley
Complainant's Name *verify that I have read my complaint filed on 27 July 2020

Date *

Internal Use Only

Processed By Date

and know the contents thereof, and that said contents are true.

27 July 2020

Individual Complaint Form **Continuation**
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

Complainant is Mrs. Alley.

Complaint is with respect to major problems related to the discriminatory aspects and dangerous aspects of the Dominion Energy "Smart Meter Upgrade Opt Out Medical Waiver" form.

The following are the major problems related to the discriminatory aspects of the Dominion Energy "Smart Meter Upgrade Opt Out Medical Waiver" form that are preventing us from being able to be medically safe by being able to opt out of having a smart meter that emits dangerous radiofrequency radiation emissions installed because of chronic medical problems:

1. There is the requirement that the medical doctor that signs the Dominion Energy "Smart Meter Upgrade Opt Out Medical Waiver" form be licensed in the state of South Carolina.

There are several problems related to this requirement which are discriminatory against people who have a home or are renting in the state of South Carolina:

- A. All of the doctors that we have are outside of the State of South Carolina. It would cost us thousands of dollars to find a doctor in South Carolina who would be able to review our medical records and write a statement about the medical problems since the South Carolina doctor would have no prior relationship with us.

Not only would the cost be prohibitive but just finding a doctor to review medical records is almost impossible in the State of South Carolina.

We know someone who has tried for years to find a South Carolina doctor who would be willing to review a person's medical records to do a Nexus statement in regard to a veteran for the United States Department of Veterans Affairs and has not been able to find a doctor to review those medical records although the majority of the medical records were established in the state of South Carolina.

- B. Many people in the State of South Carolina have doctors that are located in another state rather than in South Carolina. For instance, people who live in Aiken and North Augusta, South Carolina often just see doctors in the Augusta, Georgia area. In addition, people who live in the Rock Hill, South Carolina area often just see doctors in the Charlotte, North Carolina area. It is discriminatory that people who live in these aforementioned areas would be required to pay thousands

of dollars to find a doctor in South Carolina who would be willing to review their medical records and write a statement about their medical problems since the South Carolina doctor would have no prior relationship with the chronically ill individuals.

- C. People in the State of South Carolina who go to military hospitals and Department of Veterans Affairs hospitals do not have doctors that are necessarily licensed in the state of South Carolina. Military and civilian doctors in military hospitals are licensed in their home states – not the state in which the military hospital or clinic is located. Therefore, active duty military personnel and their family members, military retirees and their family members, and military veterans could be discriminated against and denied being able to opt out of the dangerous smart meter installation because their doctors very likely are not licensed in the state of South Carolina which is a requirement according to the Dominion Energy “Smart Meter Upgrade Opt Out Medical Waiver” form.
- D. In order to save their lives and get the best medical care possible, many people from the State of South Carolina travel to doctors up to thousands of miles away for specialty care that may take weeks or months. People with particular types of cancer, heart problems, brain tumor and abscess problems, kidney problems, liver problems, etc. often go to such places as the Mayo Clinic, the Cleveland Clinic, the UCLA Medical Center, UPMC Children’s Hospital in Pittsburgh, etc. The South Carolina citizens should not be discriminated against by not being able to be permitted to have their specialty doctors from any particular state sign the form.
- E. With the pervasive lack of privacy in the United States it would be very easy for anyone within Dominion Energy or the Public Service Commission of South Carolina to verify that a doctor anywhere in the United States that signs the form has a valid medical license in a particular state.
- F. Under the United States Constitution people are supposed to be free to pursue commerce in any of the states of this country without being punished in any way, shape, or form for doing so. The way that the Dominion Energy “Smart Meter Upgrade Opt Out Medical Waiver” form is written people who obtain electricity from Dominion Energy in the State of South Carolina are punished if they dare to obtain their medical care from doctors in another state. That is the company, Dominion Energy, with the approval of the Public Service Commission of South Carolina, punishing people for their constitutional right to pursue commerce within another state.
- G. Besides people obtaining medical care from various states within the United States there are also people who must out of necessity go

outside of the United States in order to obtain care for extremely rare medical conditions. For instance, as of a few years ago the only two countries where a person could obtain surgery with respect to severe basilar impression were England and India. People who live in the state of South Carolina should not be denied the right to have their doctors who may be in another country sign the "Smart Meter Upgrade Opt Out Medical Waiver" form. With modern communication Dominion Energy or the Public Service Commission of South Carolina could easily call the doctor in another country to verify that he or she had signed the respective paperwork.

2. The Dominion Energy "Smart Meter Upgrade Opt Out Medical Waiver" form requires people to agree to letting Dominion Energy contact the healthcare provider concerning the person's medical condition but there are no specifications on the limitations of access to a person's medical files. I was told that the statement on that form did not matter.

There are several problems related to this requirement which are discriminatory against people who have a home or are renting in the state of South Carolina:

- A. The form does not state specifically any limitations that are put on Dominion Energy employees with respect to access to a person's medical files.
 - B. I was told that the statement on that form did not matter.
Unfortunately, it certainly does. Anything in writing supersedes any statements or promises that a person or organization may make with respect to any particular subject.
 - C. Without any limitations on what the doctor may tell Dominion Energy employees about the medical conditions of the person signing the "Smart Meter Upgrade Opt Out Medical Waiver" form Dominion Energy employees could legally demand that the doctor provide copies of any and all doctors notes, x-ray copies and reports, CAT scan copies and reports, MRI copies and reports, ultrasound copy and reports, etc. with respect to the patient which would be a huge invasion of privacy for Dominion Energy employees to have.
 - D. Dominion Energy employees should not be able to learn everything about a person's medical conditions in order to try to contradict the views of a licensed medical professional.
3. The Dominion Energy "Smart Meter Upgrade Opt Out Medical Waiver" form requires people to provide information that is unnecessary but can definitely lead to identity theft once the information is put into a computer. No computer is immune from attacks that will lead to all of the information being stolen from the computer to be used for espionage or identity theft. Periodically there is news about various companies having all of the information in their computers stolen and the information being sold on the dark parts of the Internet to be used for identity theft. With respect to the government several years ago the private information with respect to everyone

in the Department of Veterans Affairs computer system was stolen. Even worse, all of the information about the history and relationships with other people of government employees who had top-secret security clearances were stolen from the Office of Personnel Management computers. No information in any computer is safe.

There are several problems related to this requirement which place people who live in a home or rental property in the state of South Carolina and have no option to obtain electricity from any other company than the monopoly Dominion Energy at risk with respect to their safety and security:

- A. The "Smart Meter Upgrade Opt Out Medical Waiver" form that Dominion Energy requires to be provided to the doctor for signature has the house address and the service address and home telephone number printed on the form. For our safety and security except for utility companies and the County tax assessor we do not provide the house address to any organization, agency, doctor, hospital, company, etc. Dominion Energy should not be requiring people to provide their location to a medical doctor since anything that a medical doctor signs that doctor is required to keep a copy of it in the patient's file. It is not safe for people to have their house address in medical records – especially since Obama required all medical records to be digitized and therefore easily stolen by Internet thieves. The medical waiver could easily be connected to the billing account number without providing unnecessary information to additional people.
- B. The "Smart Meter Upgrade Opt Out Medical Waiver" form that Dominion Energy requires to be provided to the doctor for signature requires that the last four digits of a person's social security number and date of birth be given. If someone has a person's name, last four digits of the social security number, and the birth date that person's identity can easily be stolen. There should be no necessity for Dominion Energy to have the specific date of birth of a person. The year of birth should be sufficient although if a person has a medical problem or fragility that could cause the person to be negatively affected by the radiofrequency radiation from the smart meters the age of the person should really be irrelevant. The patient is going to have to send or hand carry the medical waiver to his or her doctor so the doctor already knows who the patient is without having to provide the patient's date of birth to the doctor.
- C. The "Smart Meter Upgrade Opt Out Medical Waiver" form that Dominion Energy requires to be provided to the doctor for signature requires the last four digits of a person's social security number. Most doctors and hospitals do not use a person's social security number for identification. They use the number that the person is assigned by the insurance company. Even Medicare no longer requires a Social Security number to be used because of the danger of identity theft

from using it. A person should not be required to provide the last four digits of the social security number to a doctor who does not have it. Again, it is just another way to increase the possibility of a person having his or her identity stolen. Dominion Energy should not be able to require the last four digits of a person's social security number if they do not already have it for the account holder person who applied for the electricity service in the first place or for a relative, family member, or friend who might live in the household and for which Dominion Energy definitely would not have that person's social security number.

- D. The "Smart Meter Upgrade Opt Out Medical Waiver" form that Dominion Energy requires to be provided to the doctor for signature requires that the patient telephone number be provided. Many people may provide different telephone numbers to different organizations, family and friends, and medical providers. It is very sad, but because of the system required by Dominion Energy people with whom I have talked have stated that they are going to have to get a "burner phone" to temporarily use if they would be forced to provide the telephone number that they give to Dominion Energy to their doctor's office and be required because of the form to give the telephone number that they have provided to the doctor's office to Dominion Energy.
4. Completing the Dominion Energy "Smart Meter Upgrade Opt Out Medical Waiver" form should not put people – especially those who already have serious medical problems – in danger because of decreasing their safety and security.

Relief Requested with respect to Complaint with respect to major problems related to the discriminatory aspects and dangerous aspects of the Dominion Energy "Smart Meter Upgrade Opt Out Medical Waiver" form.

1. With respect to the requirement that the medical doctor that signs the Dominion Energy "Smart Meter Upgrade Opt Out Medical Waiver" form be licensed in the state of South Carolina, we respectfully request that any medical doctor properly licensed in any state of the United States or in any country that a person who lives in South Carolina and receives electricity from the monopoly Dominion Energy company goes to for medical care and the doctor can be reached by telephone and address by Dominion Energy employees should be permitted to sign the medical waiver form.
2. With respect to the requirement on the Dominion Energy "Smart Meter Upgrade Opt Out Medical Waiver" form that people agree to letting Dominion Energy contact the healthcare provider concerning the person's medical condition but there are no specifications on the limitations of access to a person's medical files, we respectfully request that limitations with respect to the information that Dominion Energy employees can obtain about the patient from the medical doctor be clearly stated. We

respectfully suggest that the following limitations be clearly stated on the medical waiver form to show what the patient has agreed that the doctor may state to any Dominion Energy employee who may call the doctor:

- A. The doctor may state that he or she does know the patient and acknowledges having signed the Energy "Smart Meter Upgrade Opt Out Medical Waiver" form.
 - B. The doctor may state that the patient would be adversely affected medically from the dangerous radiofrequency radiation emissions from a smart meter.
 - C. The doctor may state the main medical problems that the patient agrees to have revealed to the Dominion Energy employees.
 - D. The doctor may not provide any specifics with respect to the patient's medical problems nor provide any paper or digital copies of doctor notes, laboratory test results, x-ray copies and reports, CAT scan copies and reports, MRI copies and reports, ultrasound copy and reports, medications, etc.
3. With respect to the Dominion Energy "Smart Meter Upgrade Opt Out Medical Waiver" form requirements for people to provide information that is unnecessary but can definitely lead to identity theft once the information is put into a computer, we respectfully request that the form be changed in the following way:
 - A. Please remove the house address and the service address and home telephone number from the form. For identification purposes the entire account number could be shown because that would provide Dominion Energy employees with the relationship of the medical waiver to the service address but not provide any critical theretofore unknown private information to a doctor, hospital, or insurance agency.
 - B. Please do not require the last four digits of the patient's Social Security number. Most doctors or hospitals would not even have that since what is required now by doctors or hospitals is an insurance company number or a Medicare number that has absolutely no relationship to a Social Security number. A doctor or hospital does not need and should not be given that additional information. Many people who applied originally for South Carolina Electric and Gas service were not required to provide a Social Security number to South Carolina Electric and Gas so Dominion Energy having additional information about a Dominion Energy account holder is not going to help Dominion Energy to identify a customer. Instead that will provide Dominion Energy with information about a customer that they have no legitimate need to know. If the patient lives in the home with the account holder Dominion Energy has no legitimate need to know the last four digits of that person's social security number. The more computers that contain an individual's private information when there

- is no legitimate need for it to be in a company's or agency's computer, the more likely that that person will have his or her identity stolen.
- C. Please do not require the specific date of birth of the patient applying to opt out of having a smart meter installed because of medical reasons. If a criminal obtains from a computer the name and specific date of birth of an individual they are able to obtain the person's social security number and commit identity theft against that individual.
 - D. There needs to be complete changes with respect to the "Smart Meter Upgrade Opt Out Medical Waiver" form. It appears that no safety and privacy considerations were adhered to when developing the form. If the patient is not the account holder, the current patient information section with the changes that we have suggested should be on a separate form provided by the patient to Dominion Energy because there is no reason for the health care provider to necessarily know the name and contact information of the account holder with whom a patient may be living. The only information that the doctor should be given by the patient is the name of the patient and the approval of that patient to allow the doctor to provide certain information to Dominion Energy with respect to a specific Dominion Energy account number.

The main purpose and responsibility of a legitimate constitutional government is to protect the citizens of a locality, state, and the entire country by enabling the citizens to be safe and secure with respect to all aspects of their lives so that the citizens can have life, liberty, and pursue happiness. Therefore, in making your deliberations we hope that you will take into consideration this responsibility.

We should not have to risk our lives by being forced to (1) have a smart meter installed which will cause additional medical problems and/or exacerbate the current chronic medical problems that we have or (2) live without electricity which would also cause a risk to our lives by being overheated from the lack of air conditioning in the summer, freezing from lack of heat in the winter, not being able to eat properly because of the lack of refrigeration, not being able to cook anything, not having any hot water for cleanliness, etc.

Thank you very much for taking the time to consider our requests with respect to changes related to the Dominion Energy "Smart Meter Upgrade Opt Out Medical Waiver" form which should help many people who apply for the opt out medical waiver remain safer and more secure in their homes.